Courier

Courier 2 User Manual

Courier 2

User Manual

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INTRODUCTION

This user manual is aimed at providing a good product comprehension and is the user manual for MWEB Business' Courier product. This document will cover all the features of the product, will explain in detail how to set up lists and templates, create batches, add new users, delete users, draw reports and also learn how to read these reports.

Courier is in short a message management product enabling a customer to send any type of mail or SMS communication to an internal or external recipient base. The concept of message management is about managing email / SMS lists, message content and email / SMS batches to an internal or external recipient base. Logically, Courier behaves like a mass messaging system on the customer's side while the SMTP and SMS servers are situated in MWEB Business' high tech data centre. These servers are capable of handling large quantities of messages at a specific point in time, thus allowing all customers to be offered an equal type of service. Courier also provides server-based solutions to the key issues like, for instance, up-to-date recipient lists, instant communication with your recipient base, reporting on failed messages, instant unsubscription, and scheduling of email / SMS batches. This product is easy to administer and configure to a company's individual needs and requirements.

What adds to this product's ease of use is the fact that it can be administered remotely. This product is a web based application and can thus be administered from anywhere in the world. Courier offers the type of message management solution companies have been waiting for since the popularity of the Internet.

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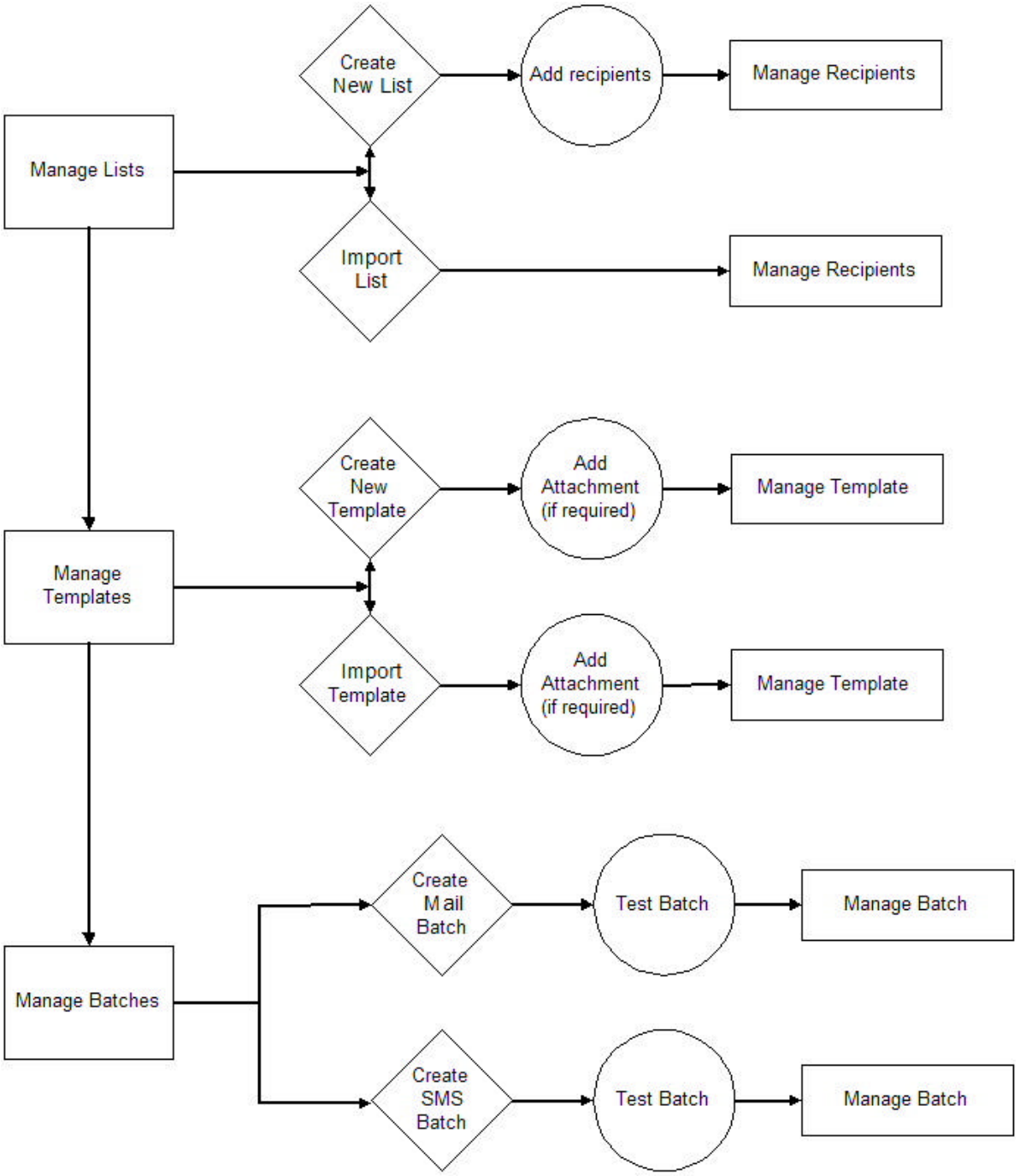
SYSTEM LAYOUT



Please note: The creation of the email and SMS batch is managed within one structured area and not split into two separate functions as described above

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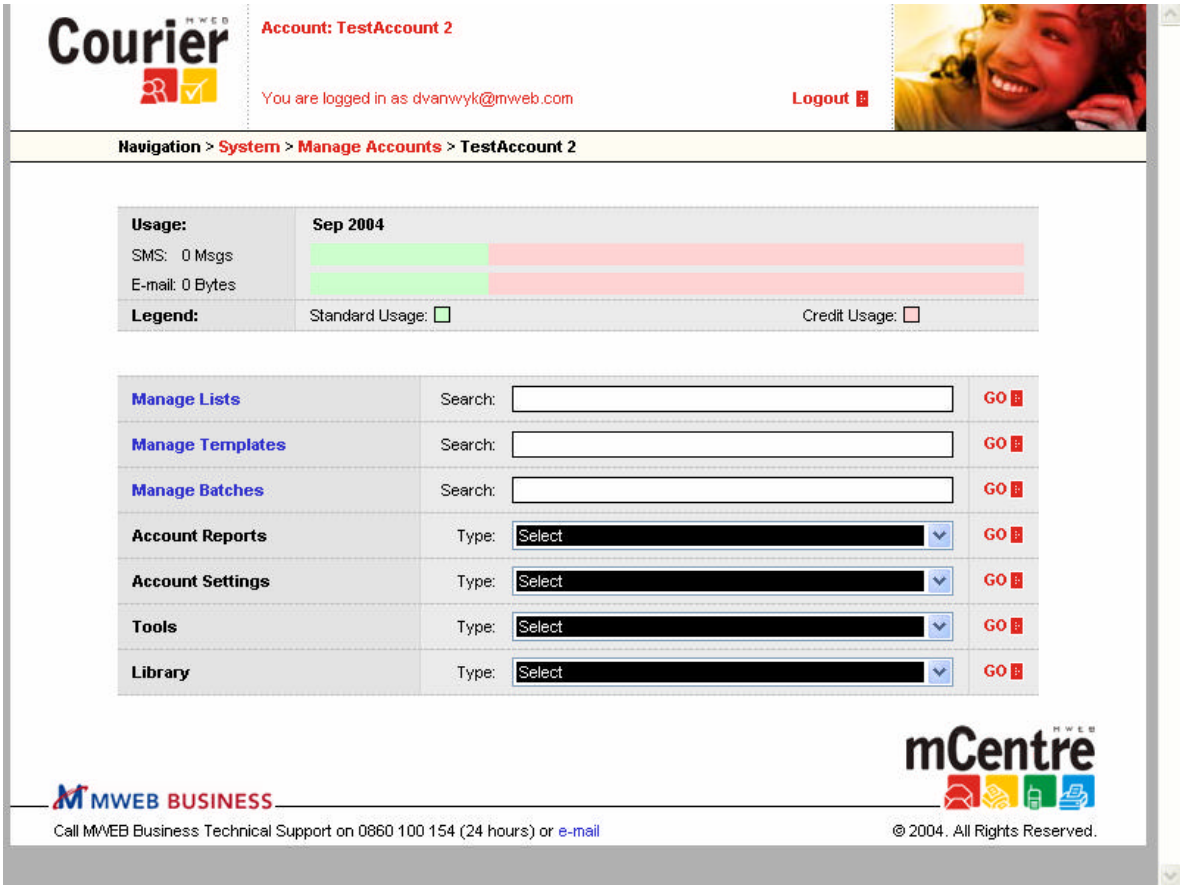
1. GLOBAL PRODUCT FUNCTIONALITY



1.1 Manage Account:

The “Manage Accounts” page allows for an account holder to:

- Set up and manage mail and SMS lists,
- Set up and manage content templates,
- Create and manage batches,
- Administer account setting, account reports and account tools

1.2 Manage lists:

This feature allows an account holder to create or import new mailing and/or SMS lists or to manage existing lists. The feature also allows the account holder to drill deeper into the different lists and the account holder has the ability to edit information up to a recipient level. An account holder could also export a list with all current recipients and a list with all deactivated recipients.

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1.3 Manage Templates:

In order for an account holder to either edit or manage templates, he/she must make use of the "Manage Templates" feature. This feature will allow an account holder to create, upload or manage an HTML or text template. A file could also be uploaded to be attached to the template.

1.4 Manage Batches:

The "Manage Batches" feature only comes into action after an account holder has set up a mailing / SMS list(s) and template(s) and is ready to send a message to a selected list. This feature also allows for management of loaded batches as well as the creation of new ones.

1.5 Account Reports:

Using this feature the account holder has the ability to view usage and billing reports, as well as batch reports. Batch reports show all the information about sent batches. Also available here after 7 days, are detailed error reports in exportable .CSV file formats.

1.6 Account Settings:

To set up general account properties, account users or just deactivating an account, the account holder can make those changes here.

1.7 Tools:

This feature is for customers who have their own mail / SMS management system and would like to use the mCentre Message engine in sending out their mail / SMS's. They will then send all their information to the message engine via an XML feed. The XML scripting and coding can be set up via this feature.

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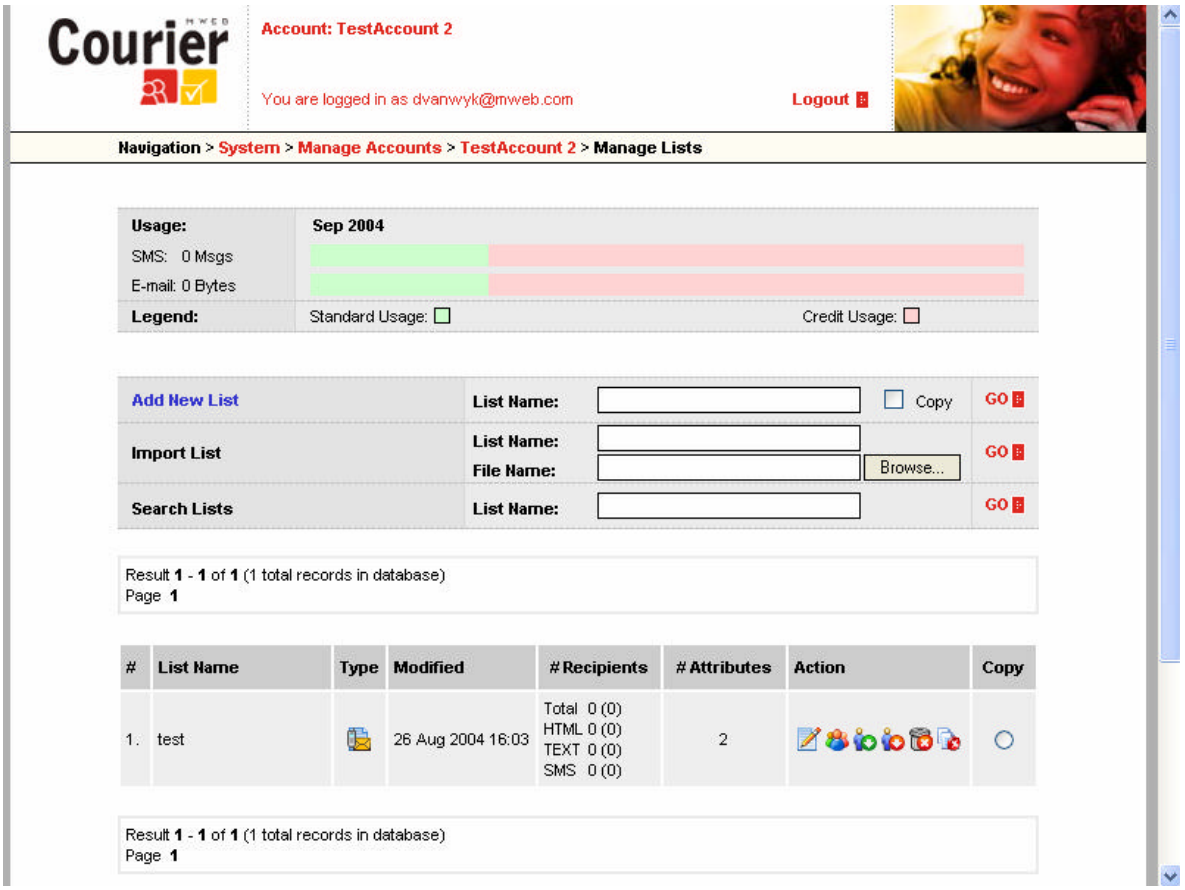
2. MANAGE LISTS FUNCTION

This feature allows an account holder to create or import new mailing or SMS lists or to manage existing lists. The feature also allows the account holder to drill deeper into the different lists and the account holder has the ability to edit information up to a recipient level.



Add New List:

This feature allows for the creation of an email / SMS list and then to add recipients one by one to this list.

Import List:

This feature allows for the importing of a list which is created using a spreadsheet application, i.e. Microsoft Excel, and then saved as a .CSV file format.

Search Lists:

This feature allows for the importing of a list which is created using a spreadsheet application, i.e. Microsoft Excel, and then saved as a .CSV file format.

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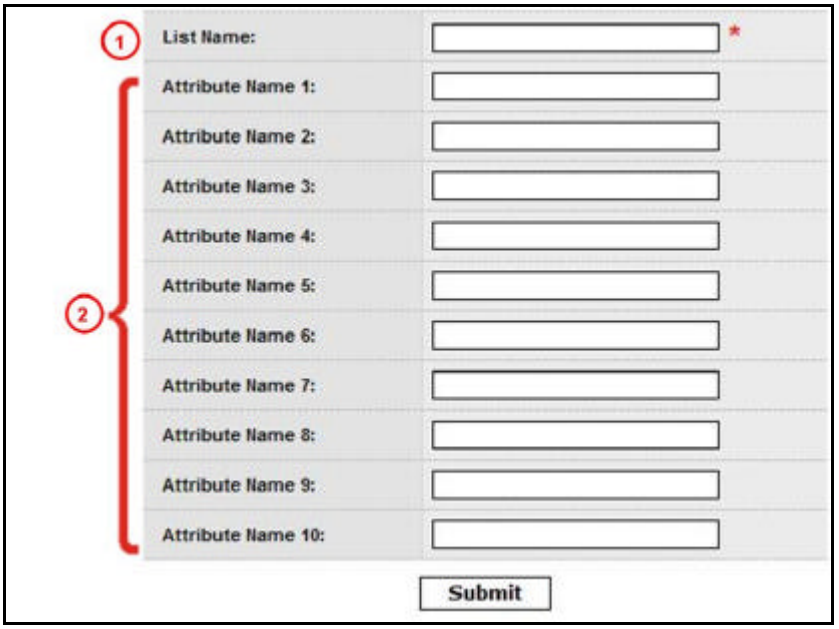
Attributes:
This is an extremely important feature in the Courier system. Attributes could really be called placeholders" since that is exactly what they are. An attribute allows for an account holder to personalise the content of an email message so that each recipient receives a "unique" message.

For example: When you want to avoid sending a generic message starting with "Dear customer", you can set up an attribute (placeholder) with the name "Name". You can then enter a recipient name next to the "Name" attribute. When you compile your message you will insert the attribute called "Name" next to the heading "Dear". When the message arrives at the recipient it will contain the name that was found under the "Name" attribute for that specific recipient i.e. it will then say "Dear John" or "Dear Sarah".

Attributes can also be used in SMS templates, but can only effectively be used if the 160 character restriction is adhered to.

List Type:
This feature allows an account holder to see what type of list it is, i.e. whether it is a mail only, cellphone only or mail and cellphone list. If the list contains only email addresses, then it will be displayed as a "Mail Only" list. If the list contains only cellular numbers, then it will be displayed as a "Cellphone Only" list. If the list contains both email addresses and cellular numbers, then it will be displayed as a "Mail and Cellphone" list.

2.1 Creating a New List and Adding Recipients Individually



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1. Type in the required list name next to the “Add New Name” menu, and click on the “Go” button

2. The name of your new list is displayed in the block reading “List Name” (number 1) with 10 available attribute slots (number 2) below it. You may enter an attribute name if required.

3. Click on the “Submit” button and you will return to the “Manage Lists” page

4. Your list should now appear at the bottom of the screen displaying the List Name, List Type, Date Modified, Number of Recipients, Number of Attributes and actions available for that list. At this point there will not be any recipients in the list

5. Click on the “Manage Recipients” icon next to the list that you have just created

6. You now want to start adding recipients. Click on the “Add a Recipient” button

7. On the page that follows you may now enter the recipient email address, mobile number (if applicable), recipient display name, preferred email type (i.e. HTML or text) and, if you have created attributes, enter the appropriate information next to it.

8. After you have done that, click on the “Submit” button and you will have created a new recipient.

9. Follow the exact same procedure for adding another recipient.

2.2 Creating and Importing a Mailing / SMS List

In order to get your list to work in Courier, there is a certain format it needs to be in, in order for the system to read it correctly.

2.2.1 Setting up the mailing / SMS list outside of Courier:

1. Open you spreadsheet program

2. Create a new file or open an existing mailing list

3. Name the column, which contains or will contain the email addresses, “Emailaddress”. This is a compulsory column if there is not a “cellnumber” column

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4. Name the column, which contains or will contain the cellular numbers, “Cellnumber”. This is a compulsory column if there is not an “emailaddress” column

5. Name the column, which will indicate the recipient email preference (i.e. HTML or text), “Emailtype”. You may indicate the preference by typing either the words “HTML” or “Text” or just by using the first letter of the words i.e. “H” or “T”. This is not a compulsory column and should only be used when changing recipient mail preferences automatically on list import

6. Name the column, containing the email display name for the recipient, “Displayname”. This is not a compulsory column and is only used for identification of recipients and can not be used as an attribute

   Please note!

   These above-mentioned column names must be used exactly as is, but is not case-sensitive. Also note that either the “Emailaddress” or “Cellnumber” column must contain at least one value. There is no restriction on the placement order of the different columns

7. Additional information like customer number; gender; age etc. will become attributes of that list

8. Additional information like customer number; gender; age etc. will become attributes of that list

   Please note!

   You may only have a maximum of 10 attributes per list

9. After you have created the list, click on “File”

10. Click on “Save As”

11. Type in the name that you want your list to be. After you have done that, select from the “Save As Type:” list the “CSV (Comma delimited) (*.CSV)” format, and click on the “Save” button

12. Close the program and go to the “Manage Lists” section on the Courier interface.

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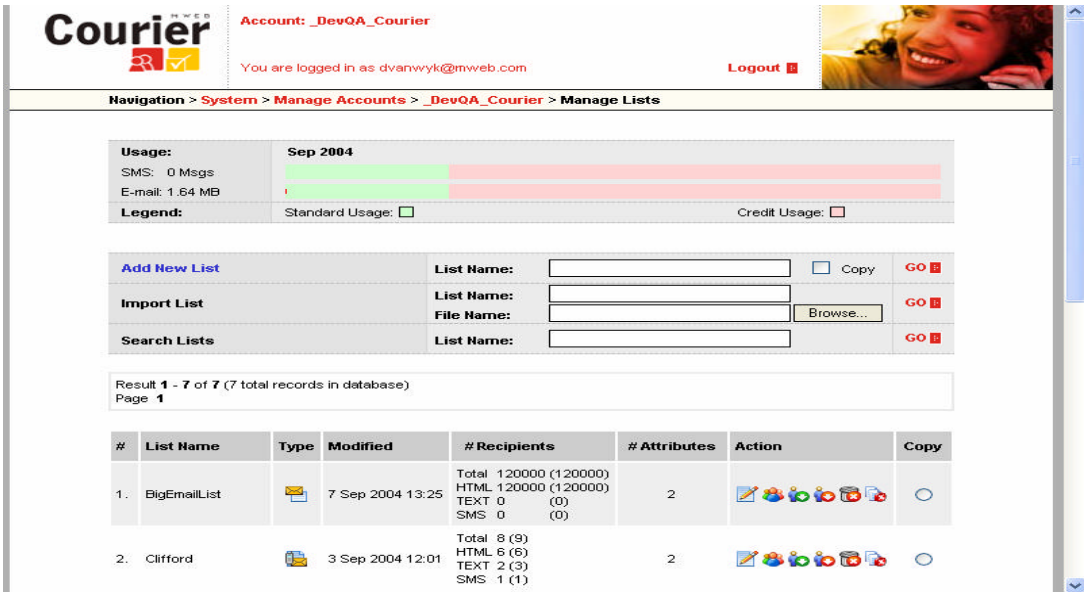
2.2.2 *Importing the newly created / edited list:*


Courier
Account: _DevQA_Courier
You are logged in as dvanwyk@mweb.com
Logout
Navigation > System > Manage Accounts > _DevQA_Courier > Manage Lists
Usage:
Sep 2004
SMS: 0 Msgs
E-mail: 1.64 MB
Legend:
Standard Usage:
Credit Usage:
Add New List
List Name:
Copy
GO
Import List
List Name:
File Name:
Browse...
GO
Search Lists
List Name:
GO
Result 1 - 7 of 7 (7 total records in database)
Page 1
List Name Type Modified # Recipients # Attributes Action Copy
1. BigEmailList 7 Sep 2004 13:25 Total 120000 (120000) HTML 120000 (120000) TEXT 0 (0) SMS 0 (0) 2
2. Clifford 3 Sep 2004 12:01 Total 8 (9) HTML 6 (6) TEXT 2 (3) SMS 1 (1) 2

1. Next to the “Import List” menu (number 1), type in the name you want the list to have in the “List Name” block (number 2). It is compulsory to give the list a name

2. Click on the “Browse” button next to the “File Name” block below the “List Name” block and find the created mailing list (in the CSV format) on your computer

3. Click on the “Open” button and the file will be displayed in the “File Name” block

4. Click on the “Go” button in the “Import List” row

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5. A window will pop-up telling you would that the selected file is now ready to be imported. If you are sure that you want to continue, click on the “Import” button. If you are unsure about importing the specific file, click on the “Cancel” button

6. After the importing of the list has been completed, the list menu will automatically be updated with the newly imported list

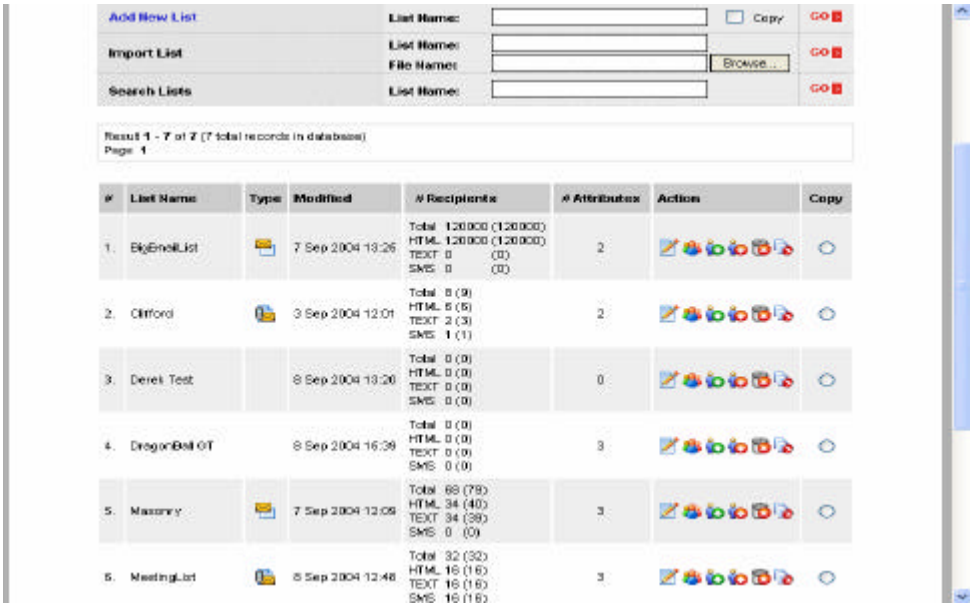
7. Your list is now successfully imported

Please note!

If there were difficulties in importing your list and it doesn't display in your list menu, then please double check that you have correctly named the different “system columns” (i.e. “Emailaddress”, “cellnumber”, “displayname”, and “emailtype”) and also that there are no open spaces in either your “emailaddress” or “cellnumber” columns respectively

2.3 Adding recipients to existing lists

1. On the “Manage Lists” page, click on the “Manage Recipients” icon next to the list that you would like to add a recipient(s) to, as demonstrated at number 1


Add New List
List Name:
Copy
GO
Import List
List Name:
File Name:
Browse...
GO
Search Lists
List Name:
GO
Result 1 - 7 of 7 (7 total records in database)
Page 1
| List Name | Type | Modified | # Recipients | # Attributes | Action | Copy
1. BigEmailList 7 Sep 2004 13:26 Total 120000 (120000) HTML 120000 (120000) TEXT 0 (0) SMS 0 (0) 2
2. Clifford 3 Sep 2004 12:01 Total 8 (9) HTML 5 (5) TEXT 2 (3) SMS 1 (1) 2
3. Derek Test 8 Sep 2004 13:20 Total 0 (0) HTML 0 (0) TEXT 0 (0) SMS 0 (0) 0
4. DragonBall GT 8 Sep 2004 16:39 Total 0 (0) HTML 0 (0) TEXT 0 (0) SMS 0 (0) 3
5. Masonry 7 Sep 2004 12:09 Total 68 (78) HTML 34 (40) TEXT 34 (38) SMS 0 (0) 3
6. MeetingList 8 Sep 2004 12:48 Total 32 (32) HTML 16 (16) TEXT 16 (16) SMS 16 (16) 3

2. You now want to start adding recipients. Click on the “Add a Recipient” button as demonstrated at number 2 on the next page

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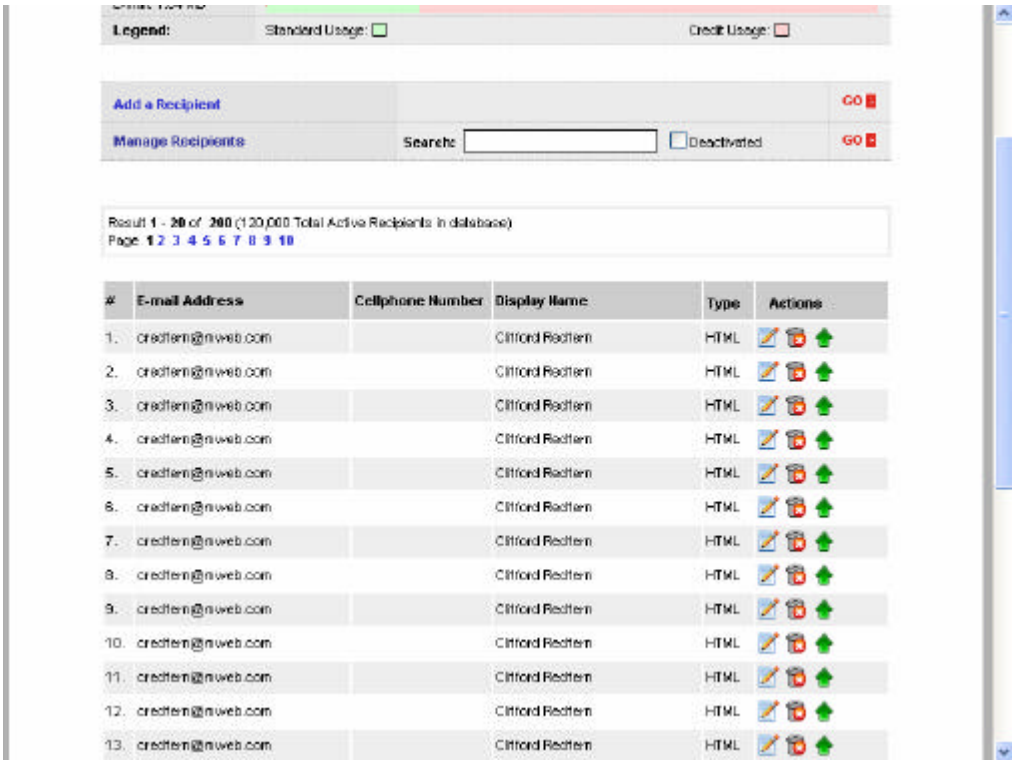
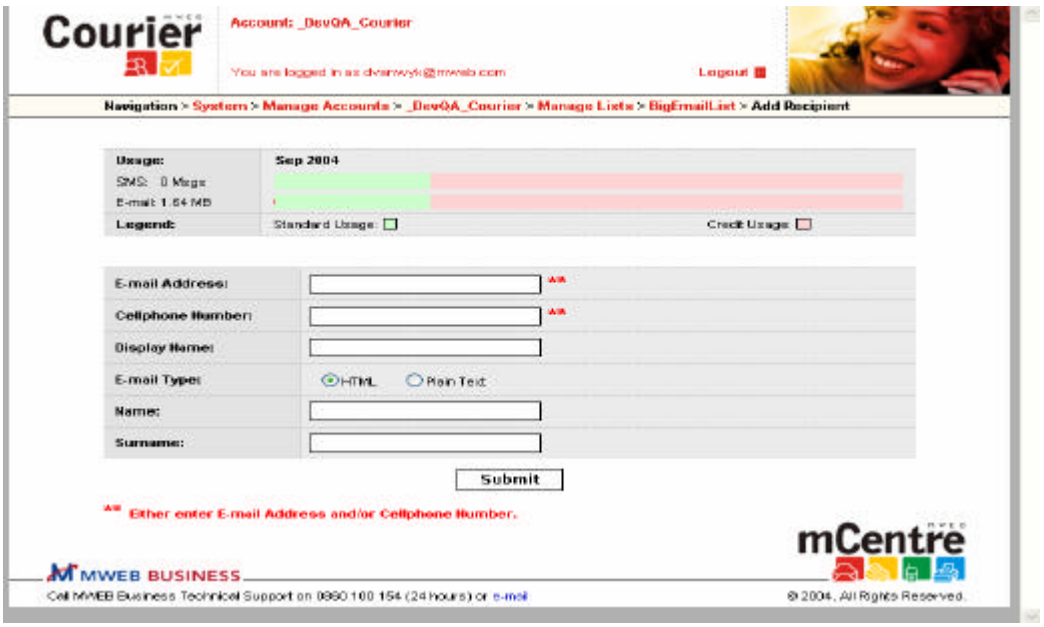

Legend:
Standard Usage:
Credit Usage:
Add a Recipient
GO
Manage Recipients
Search:
Deactivated
GO
Result 1 - 20 of 200 (120,000 Total Active Recipients in database)
Page 1 2 3 4 5 6 7 8 9 10
E-mail Address Cellphone Number Display Name Type Actions
1. creditern@mweb.com Clifford Redfern HTML
2. creditern@mweb.com Clifford Redfern HTML
3. creditern@mweb.com Clifford Redfern HTML
4. creditern@mweb.com Clifford Redfern HTML
5. creditern@mweb.com Clifford Redfern HTML
6. creditern@mweb.com Clifford Redfern HTML
7. creditern@mweb.com Clifford Redfern HTML
8. creditern@mweb.com Clifford Redfern HTML
9. creditern@mweb.com Clifford Redfern HTML
10. creditern@mweb.com Clifford Redfern HTML
11. creditern@mweb.com Clifford Redfern HTML
12. creditern@mweb.com Clifford Redfern HTML
13. creditern@mweb.com Clifford Redfern HTML

3. On the page that follows you may now enter the recipient email address,recipient cellular number , recipient display name, what format the recipient would like to receive the mail in, and if you have created attributes, enter the appropriate information next to it



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4. After you have done that, click on the “Submit” button and you will have created a recipient

5. Follow the exact same procedure for adding another recipient

2.4 Editing List Properties

1. On the “Manage Lists” page, click on the “Edit” icon next to the list that you would like to modify

2. In the next screen you will be able to change the name of the list as well as editing, adding or deleting attributes

3. When you are done with the changes, click on the “Submit” button to continue

4. You will be taken back to the “Manage Lists” page

2.5 Editing recipient properties

1. On the “Manage Lists” page, click on the “Manage Recipients” icon next to the list that you would like to edit a recipient(s)

2. On the page that follows, click on the “Edit” icon next to the name of the recipient that you would like to edit

3. You can now make changes to the email address, cellphone number, the display name, select in which format the recipient would like to receive his mail message, and change the information in the attribute fields

4. When you have made the necessary changes, click on the “Submit” button to return to the “List” page

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2.6 Deleting a list

1. In order to delete a list completely from the account, go to the “Manage Lists” page
2. Click on the “Delete” icon next to the list you would like to delete
3. The list will be deleted from the account

2.7 Deleting a recipient

1. In order to delete a recipient completely from a list, go to the “Manage Lists” page
2. Click on the “Manage Recipient” icon next to the list which you would like to delete a recipient from
3. Click on the “Delete” icon next to the recipient you would like to delete
4. The recipient will be deleted from the list

2.8 Deactivating a recipient

1. Deactivating a recipient doesn’t delete the recipient from the list, but temporarily removes him from the list until he is activated again
2. In order to deactivate a recipient from a list, go to the “Manage Lists” page
5. Click on the “Manage Recipient” icon next to the list which you would like to deactivate a recipient from
3. On the following page, click on the “Deactivate” icon next to the recipient that you would like to deactivate
4. The recipient will now be deactivated and disappear from the list

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2.9 Activating a Recipient

1. In order to activate the recipient again, either go to the search box and type in the name of the recipient and click on “Go” or alternatively click on the “Deactivated” button next to the search block and click on the “Go” button to continue

2. The recipient(s) should now appear

3. Click on the “Activate” icon next to the recipient and the required recipient will appear in the list again as activated

4. Deselect the “Deactivated” block next to the search box

5. Click on the “Manage Recipients” link

6. You will be returned to the list with all the active recipients

2.10 Removing Duplicates (list level)

1. In order to remove duplicate email addresses or cellular numbers from a list, click on the “Remove duplicates” button next to the required list

2. A pop-up box will appear confirming that duplicates in the list will be removed.

3. Click on the “Ok” button to continue with the operation and on the “Cancel” button to cancel the operation

4. Once you have clicked on the “Ok” button a confirmation pop-up box will appear confirming the removal of the duplicates

5. The page containing all the lists will automatically be updated and refreshed

Please note!

Removal of duplicates on a list level permanently deletes the duplicate email addresses from the selected list.

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2.11 Exporting a list (All recipients or deactivated recipients)

1. To export a mailing / SMS list as a .CSV file to your computer so that you could make changes to it, go to the “Manage Lists” page

2. Click on either the “Download All Recipients” icon or on the “Download Inactive Recipients” icon next to the list you would like to export.

Please note!

The “Download All Recipients” icon allows you to download a .CSV file of all recipients in that list (activated and deactivated). The “Download Inactive Recipients” icon allows you to download a .CSV file of all deactivated recipients

3. You will be prompted for a location to save the file to

4. You may now change the file name to what you would like the export file to be or leave it as is

5. Click on the “Save” button

6. The file will be saved to the specified location

Please note!

In order to upload the updated list again, please follow the steps for importing a list

2.12 Making a copy of an existing list

1. In the event that you would like to make a copy of an existing list for whatever reason, go to the “Manage Lists” page

2. Click on the “Copy” block next to the list that you would like to make a copy of

3. After you have done that, go to the “Add New List” tab and enter the required list name for the copied list in the “List Name” text box and tick the “Copy” block next to the text box as well
4. Click on the “Go” button

5. An exact copy of the selected list will have been made under the new name specified

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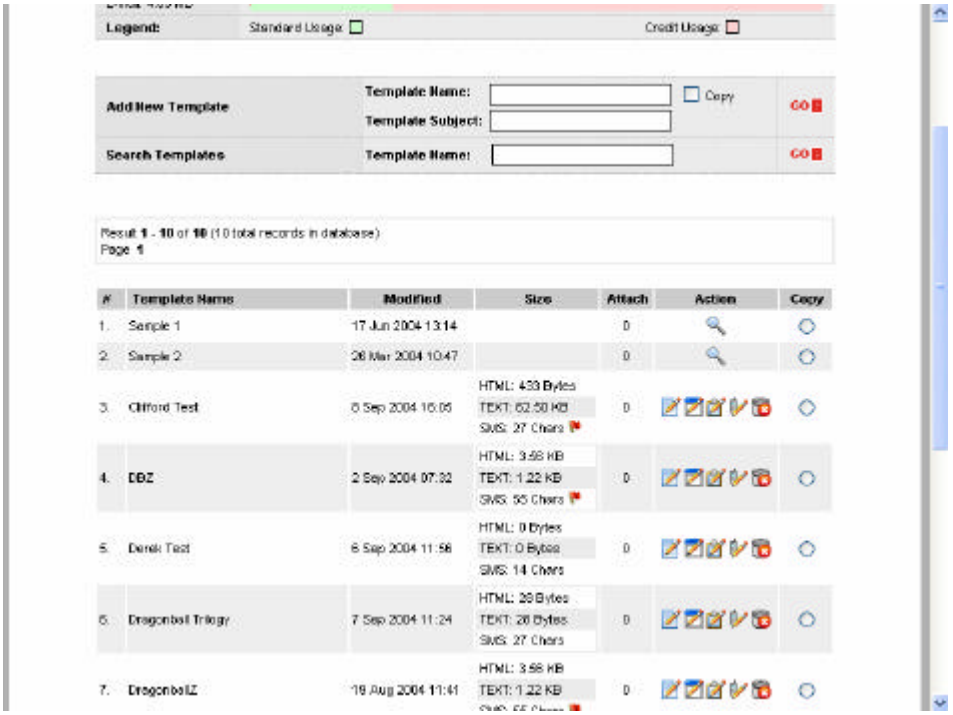
3. MANAGE TEMPLATES FUNCTION

In order for an account holder to either edit or manage templates, he/she must make use of the "Manage Templates" feature. This feature will allow an account holder to create, upload or manage an HTML or text template. A file could also be uploaded to be attached to the template.


Legend:
Standard Usage:
Credit Usage:
Add New Template
Template Name:
Template Subject:
Copy
GO
Search Templates
Template Name:
GO
Result 1 - 10 of 10 (10 total records in database)
Page 1
Template Name Modified Size Attach Action Copy
1. Sample 1 17 Jun 2004 13:14 0
2. Sample 2 28 Mar 2004 10:47 0
3. Clifford Test 6 Sep 2004 16:05 HTML: 433 Bytes TEXT: 62.50 KB SMS: 27 Chars 0
4. DBZ 2 Sep 2004 07:32 HTML: 3.98 KB TEXT: 1.22 KB SMS: 55 Chars 0
5. Derek Test 6 Sep 2004 11:58 HTML: 0 Bytes TEXT: 0 Bytes SMS: 14 Chars 0
6. Dragonball Trilogy 7 Sep 2004 11:24 HTML: 28 Bytes TEXT: 28 Bytes SMS: 27 Chars 0
7. DragonballZ 19 Aug 2004 11:41 HTML: 3.98 KB TEXT: 1.22 KB 0

1. Add New Template:

This allows for the creation of a template name and message subject and then to add the content to this.

2. Search Template:

This feature allows you to search for any created template in your account

3. Sample Templates:

There is some sample templates created to give you an idea of what a newsletter could look like. These sample templates can be copied and edited for your own use.

4. HTML Editor :

The HTML editor allows for the creation of a new or editing of an existing HTML format message template. This editor will be discussed in detail a bit later in this manual.

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5. Text Editor (number 7):

The Text editor allows for the creation of a new or editing of an existing TEXT format message template.

6. SMS Editor (number 8):

The SMS editor allows for the creation of a new or editing of an existing text format message template with a total character limit of 160 characters.

Please note!

Attributes can be added as long as their values (i.e. the content which they represent) do not exceed the 160 character limit.

3.1 Creating a new template

1. On the “Manage Template” page, type in the desired name of the template in the “Template Name” box
2. Type in the desired message subject in the “Subject” field
3. Click on the “Go” button
4. The newly created template will now appear in the template list at the bottom of the page

3.2 Creating HTML content for a template

1. On the “Manage Templates” page, click on the “HTML Editor” icon next to the template to which you would like to add content to
2. The HTML editor window will open

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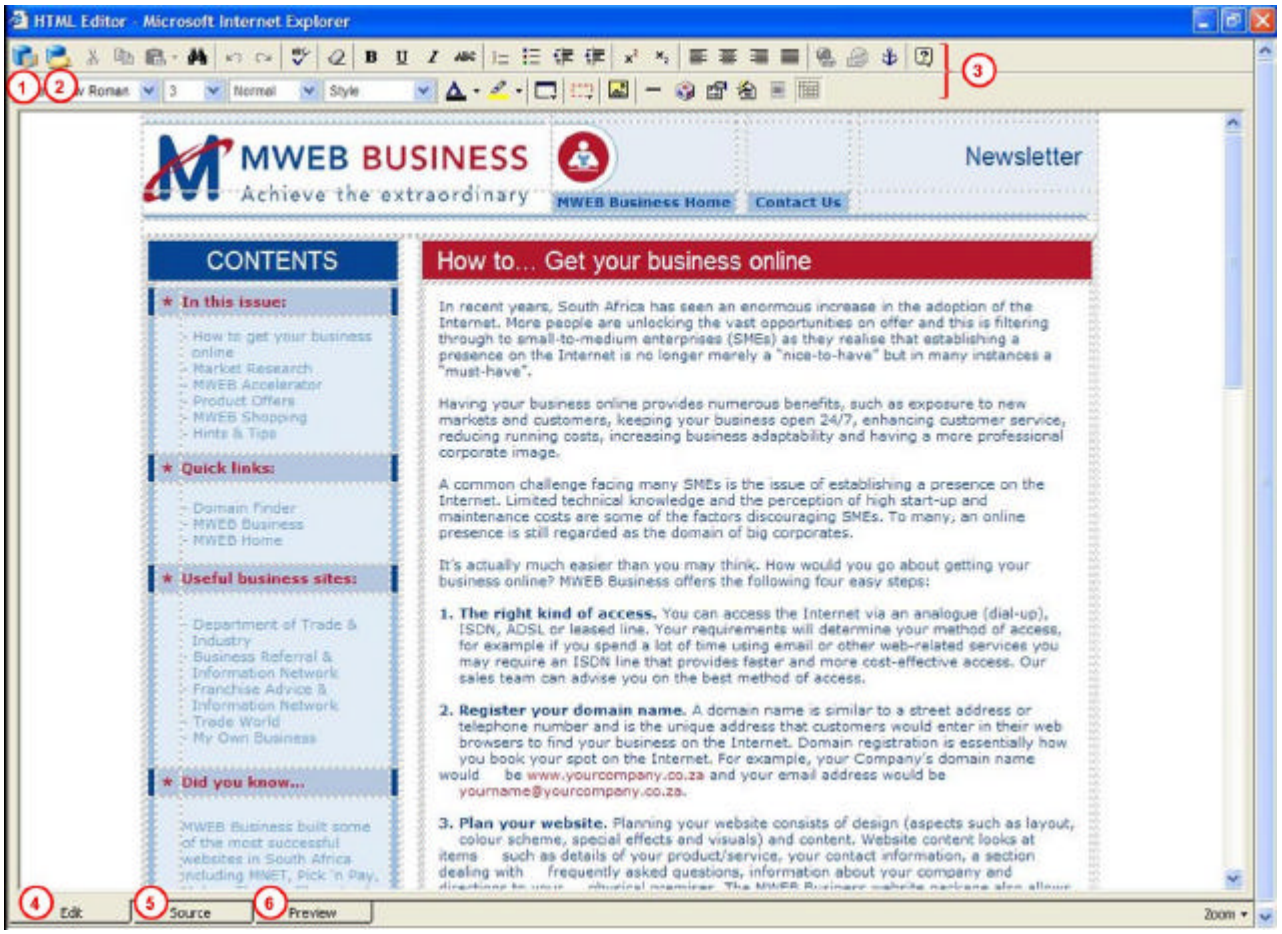

3. Create your HTML content in the HTML editor window (number 4) by using the functions (number 3). Click on the “Attributes” button (number 2) to add attributes to the template

4. After you have finished creating the content, click on the “Preview” (number 6) tab at the bottom of the HTML editor window to view the finished content template

5. When you are satisfied with the look of the content, click on the “Save” button (number 1) at the top left corner of the screen

6. Close the HTML Editor

7. You will be directed back to the “Manage Templates” page

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Functionality of HTML Editor:

Cut (Ctrl+X)

To cut a portion of the document, highlight the desired portion and click the 'Cut' icon (keyboard shortcut - CTRL+X).

Copy (Ctrl+C)

To copy a portion of the document, highlight the desired portion and click the 'Copy' icon (keyboard shortcut - CTRL+C).

Paste (Ctrl+V)

To paste a portion that has already been cut (or copied), click where you want to place the desired portion on the page and click the 'Paste' icon (keyboard shortcut - CTRL+V).

To paste from Microsoft Word, click on the drop down icon next to the Paste Icon.

Undo (Ctrl+Z)

To undo the last change, click the 'Undo' icon (keyboard shortcut - CTRL+Z). Each consecutive click will undo the previous change to the document.

Redo (Ctrl+Y)

To redo the last change, click the 'Redo' icon (keyboard shortcut - CTRL+Y). Each consecutive click will repeat the last change to the document.

Remove Text Formatting

This command allows you to select a specific portion of text and remove any of the formatting which it contains. To remove any text formatting select the desired portion of text and Click the 'Remove Text Formatting' button.

Bold (Ctrl+B)

To bold text, select the desired portion of text and click the 'Bold' icon (keyboard shortcut - CTRL+B). Each consecutive click will toggle this function on and off.

Underline (Ctrl+U)

To underline text, select the desired portion of text and click the 'Underline' icon (keyboard shortcut - CTRL+U). Each consecutive click will toggle this function on and off.

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Italic (Ctrl+I)

To convert text to italic, select the desired portion of text and click the 'Italic' icon (keyboard shortcut - CTRL+I). Each consecutive click will toggle this function on and off.

Insert Number List

To start a numbered text list, click the 'Insert Numbered List' icon. If text has already been selected, the selection will be converted to a numbered list. Each consecutive click will toggle this function on and off.

Decrease Indent

To decrease indent of a paragraph, click the 'Decrease Indent' icon. Each consecutive click will move text further to the left

Increase Indent

To increase indent of a paragraph, click the 'Increase Indent' icon. Each consecutive click will move text further to the right.

Superscript

To convert text to superscript (vertically aligned higher): Select the desired portion of text and click the 'Superscript' icon. Each consecutive click will toggle this function on and off.

Subscript

To convert text to subscript (vertically aligned lower): Select the desired portion of text and click the 'Subscript' icon. Each consecutive click will toggle this function on and off.

Align Left

To align to the left, make a selection in the document and click the 'Align Left' icon.

Align Center

To align to the center, make a selection in the document and click the 'Align Center' icon.

Align Right

To align to the right, make a selection in the document and click the 'Align Right' icon.

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Justify

To justify a paragraph or text, make a selection in the document and click the 'Justify' icon.

Insert Horizontal Line

To insert a horizontal line, select the location to insert the line and click the 'Insert Horizontal Line' icon.

Create or Modify Link

To create a hyperlink, select the text or image to create the link on, then click the 'Create or Modify Link' icon. ('Link Information') will contain existing link information, if the object you selected already had a link. You can also type the full URL of the page you want to link to in the URL text box. You can also enter the target window information (optional) and an anchor name (if linking to an anchor - optional).

When finished, click the 'Insert Link' button to insert the HyperLink you just created, or click 'Remove Link' to remove an existing link. Clicking 'Cancel' will close the window and take you back to the editor.

To modify an existing hyperlink, select the link and click on the 'Create or Modify Link' icon. The HyperLink window will appear. Make your changes and select the 'Insert Link' button. Select the remove link to remove an existing link.

Insert / Modify Anchor

To insert an anchor, select a desired spot on the web page you are editing and click the 'Insert / Modify Anchor' icon. In the dialogue box, type the name for the anchor.

When finished, click the 'Insert Anchor' button to insert the anchor, or 'Cancel' to close the box.

To modify an anchor select the Anchor (displayed as small yellow box when Guidelines are switched on) and click the 'Insert / Modify Anchor' icon. Make your changes and hit the 'Modify Anchor' button or click 'Cancel' to close the window.

Create Email Link

To create an email link, select text or an image on the web page you are editing where you would like the link to appear. Click the 'Create Email Link' icon. In the

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dialogue box, type the email address for the link and the subject of the email.

When finished, click the 'Insert Link' button to insert the email link, or 'Cancel' to close the box.

Font

To change the font of text, select the desired portion of text and click the 'Font' drop-down menu.
Select the desired font (choose from Default - Times New Roman, Arial, Verdana, Tahoma, Courier New or Georgia).

Font Size

To change the size of text, select the desired portion of text and click the 'Size' drop-down menu.

Select the desired size (text size 1-7).

Format

To change the format of text, select the desired portion of text and click the 'Format' drop-down menu.
Select the desired format (choose from Normal, Superscript, Subscript and H1-H6).

Style

To change the style of text, images, form objects, tables, table cells etc select the desired element and click the 'Style' drop-down menu, which will display all styles defined in the style-sheet.

Select the desired style from the menu.
Note: *this function will not work if there is no style-sheet applied to the page.*

Font Color

To change the colour of text, select the desired portion of text and click the 'Colour' drop-down menu.

Select the desired colour from the large selection in the drop-down menu.

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Highlight Color

To change the highlighted colour of text, select the desired portion of text and click the 'Highlight' drop-down menu.

Select the desired colour from the large selection in the drop-down menu.

Table Functions

To insert or modify a table or cell, select the 'Table Functions' icon to display a list of available Table Functions.

If a Table Function is NOT available, you will need to select, or place your cursor inside the table you wish to modify.

Insert Table

To insert a table, select the desired location, then click the 'Insert Table' icon.

A new window will pop-up with the following fields: Rows - number of rows in table; Columns - number of columns in table; Width - width of table; BgColour - background colour of table; Cell Padding - padding around cells; Cell Spacing - spacing between cells and Border - border around cells.

Fill in table details then click the 'Insert Table' button to insert table, or click 'Cancel' to go back to the editor.

Modify Table Properties

To modify table properties, select a table or click anywhere inside the table to modify, then click the 'Modify Table Properties' icon.

A pop-up window will appear with the table's properties. Click the 'Modify Table Properties' button to save your changes, or click 'Cancel' to go back to the editor.

Note: *this function will not work if a table has not been selected.*

Modify Cell Properties

To modify cell properties, click inside the cell to modify, then click the 'Modify Cell Properties' icon.

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A pop-up window will appear with the cells' properties.

Click the 'Modify Form Properties' button to save your changes, or click 'Cancel' to go back to the editor.

Note: *this function will not work if a cell has not been selected and does not work across multiple cells.*

Insert Column to the Right

To insert a column to the right of your cursor, click inside cell after which to insert a column, then click the 'Insert Column to the Right' icon.

Each consecutive click will insert another column after the selected cell.

Note: *this function will not work if a cell has not been selected.*

Insert Column to the Left

To insert column to the left of your cursor, click inside cell before which to insert a column, then click the 'Insert Column to the Left' icon.
Each consecutive click will insert another column before the selected cell.
Note: *this function will not work if a cell has not been selected*

Insert Row Above

To insert row above, click inside cell above which to insert a row, then click the 'Insert Row Above' icon.

Each consecutive click will insert another row above the selected cell.

Note: *this function will not work if a cell has not been selected.*

Insert Row Below

To insert row below, click inside cell below which to insert a row, then click the 'Insert Row Below' icon.
Each consecutive click will insert another row below the selected cell.

Note: *this function will not work if a cell has not been selected.*

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Delete Row

To delete a row, click inside cell which is in the row to be deleted, then click the 'Delete Row' icon.

Note: *this function will not work if a cell has not been selected.*

Delete Column

To delete a column, click inside cell which is in the column to be deleted, then click the 'Delete Column' icon.

Note: *this function will not work if a cell has not been selected*

Insert Column

To insert a column, click inside cell which is in the column to be inserted, then click the 'Insert Column' icon.

Note: *this function will not work if a cell has not been selected*

Decrease Column Span

To decrease column span, click inside cell who's span is to be decreased, then click the 'Decrease Column Span' icon.
Each consecutive click will further decrease the column span of the selected cell.

Note: *this function will not work if a cell has not been select*

Form Functions

To insert or modify a Form, select the 'Form Functions' icon to display a list of available Form Functions.

If a Form Function is NOT available, you will need to place your cursor inside the Form you wish to modify.

Insert Form

To insert a form, select desired position then click the 'Insert Form' icon.

A new window will pop-up with the following fields: Name - name of form; Action -

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location of script that processes the form and Method - post, get or none.

Fill in form details or leave blank for a blank form.

When finished, click the 'Insert Form' button to insert form, or click 'Cancel' to go back to the editor.

Modify Form Properties

To modify form properties, click anywhere inside the form to modify, then click the 'Modify Form Properties' icon.

A pop-up window will appear with the form's properties.

Click the 'Modify Form Properties' button to save your changes, or click 'Cancel' to go back to the editor. Note: this function will not work if a form has not been selected.

Insert / Modify Text Field

To insert a text field, select desired position then click the 'Insert/Modify Text Field' icon.

A pop-up window will appear with the following attributes: Name - name of text field; Character width - the width of the text field, in characters; Type - type of text field (Text or Password); Initial value - initial text in field and Maximum characters - maximum number of characters allowed.

Set the attributes then click the 'Insert Text Field' button to insert text field, or click 'Cancel' to go back to the editor.

To modify a text field's properties, select desired text field and click the 'Insert/Modify Text Field' icon.

A pop-up window will appear with the text field's attributes.
Modify any attributes desired, then click the 'Modify Text Field' button to save changes, or click 'Cancel' to go back to the editor.

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Insert / Modify Text Area

To insert a text area, select desired position then click the 'Insert/Modify Text Area' icon

A pop-up window will appear with the following attributes: Name - name of text area; Character width - the width of the text area, in characters; Initial value - initial text in area and Lines - number of lines allowed in the text area.

Set the attributes then click the 'Insert Text Field' button to insert the text area, or click 'Cancel' to go back to the editor.

To modify a text area's properties, select desired text area and click the 'Insert/Modify Text Area' icon.

A pop-up window will appear with the text area's attributes.

Modify any attributes desired, then click 'Modify Text Area' button to save changes, or click 'Cancel' to go back to the editor.

Insert / Modify Hidden Area

To insert a hidden field, select desired position then click the 'Insert/Modify Hidden Field' icon.

A pop-up window will appear with the following attributes: Name - name of hidden field and Initial value - initial value of hidden field.

Set the attributes then click the 'Insert Hidden Field' button to insert the hidden field, or click 'Cancel' to go back to the editor.

To modify a hidden field's properties, select desired hidden field and click the 'Insert/Modify Hidden Field' icon.

A pop-up window will appear with the hidden field's attributes.

Modify any attributes desired, then click 'Modify Hidden Field' button to save changes or click 'Cancel' to go back to the editor.

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Insert / Modify Button

To insert a button, select desired position then click the 'Insert/Modify Button' icon.

A pop-up window will appear with the following attributes: Name - name of text area; Type - type of button (Submit, Reset or Button) and Initial value - initial text on the button.

Set the attributes then click 'Insert Button' to insert button, or click 'Cancel' to go back to the editor.

To modify a button's properties, select desired button and click the 'Insert/Modify Button' icon.

A pop-up window will appear with the button's attributes.

Modify any attributes desired, then click 'Modify Hidden Field' button to save changes or click 'Cancel' to go back to the editor.

Insert / Modify Checkbos

To insert a checkbox, select desired position then click the 'Insert/Modify Checkbox' icon.

A pop-up window will appear with the following attributes: Name - name of checkbox; Initial state - checked or unchecked and Initial value - value of checkbox.

Set the attributes then click the 'Insert Checkbox' button to insert the checkbox, or click 'Cancel' to go back to the editor.

To modify a checkbox' properties, select desired checkbox and click the 'Insert/Modify Checkbox' icon.

A pop-up window will appear with the checkbox' attributes.

Modify any attributes desired, then click 'Modify Checkbox' button to save changes or click 'Cancel' to go back to the editor.

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Insert / Modify Radio Button

To insert a radio button, select desired position then click the 'Insert/Modify Radio Button' icon.

A pop-up window will appear with the following attributes: Name - name of radio button; Initial state - checked or unchecked and Initial value - value of radio button.

Set the attributes then click 'Insert Radio Button' to insert the radio button, or click 'Cancel' to go back to the editor.

To modify a checkbox' properties, select desired checkbox and click the 'Insert/Modify Radio Button' icon.

A pop-up window will appear with the checkbox' attributes.

Modify any attributes desired, then click 'Modify Radio Button' button to save changes or click 'Cancel' to go back to the editor.

Insert / Modify Image

If an image is NOT selected, clicking this icon will open the Image Manager.

If an image IS selected, then clicking this icon will open the 'Modify Image Properties' popup window.

To modify the image properties of the selected image, set the required attributes and click the 'Modify Image Properties' button.

Insert Special Characters

To insert a special character, click the 'Insert Special Character' icon.
A pop-up window will appear with a list of special characters.

Click the icon of the character to insert into your webpage

Modify Page Properties

To modify page properties, click the 'Modify Page Properties' icon.

A pop-up window will appear with page attributes: Page Title - title of page;

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Description - description of page; Background Image - The URL of the image curently set as the page background image; Keywords - keywords page is to be recognized by; Background Colour - the background colour of page; Text Colour - colour of text in page and Link Colour - the colour of links in page. When finished modifying, click the 'Modify Page' button to save changes, or click 'Cancel' to go back to the editor.

Clean up HTML Code

To clean HTML code, click the 'Clean HTML Code' icon.

This will remove any empty span and paragraph tags, all xml tags, all tags that have a colon in the tag name (i.e.) and remove style and class attributes.

This is useful when copying and pasting from Microsoft Word documents to remove unnecessary HTML code.

Paste for Microsoft Word (Ctrl + D)

To Paste from Microsoft Word: Copy your desired text from Microsoft Word and Click the drop down icon next to the Paste icon. Select the 'Paste from MS Word Option'. This will remove the tags that Microsoft Word automatically places and removes most formatting as well all in the one action.

Insert Custom HTML

There may be a list of available items to insert that you can preview and choose from. This list will usually contain customized items in HTML such as logos and formatted text specific to your site. To preview an item, click on the item in the list, and the item will appear the preview field below. To select the item, click on it and choose ‘insert HTML’.

Show / Hide Guidelines

To show or hide guidelines, click the 'Show/Hide Guidelines' icon.

This will toggle between displaying table and form guidelines and not showing any guidelines at all.

Tables and cells will have a broken grey line around them, forms will have a broken red line around them, while hidden fields will be a pink square when showing guidelines.

Note that the status bar (at the bottom of the window) will reflect the guidelines mode currently in use.

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Source Mode

To switch to source code editing mode, click the 'Source' button at the bottom of the editor. This will switch to HTML code editng mode.

To switch back to WYSIWYG Editing, click the 'Edit' button at the bottom of the editor.

This is recommended for advanced users only.

Preview Mode

To show a preview of the page being edited, click the 'Preview' button at the bottom of the editor.

This is useful in previewing a file to see how it will look exactly in your browser, before changes are saved.

To switch back to editing mode, click the 'Edit' button at the bottom of the editor.

Image Manager

The Image Manager is where you can preview, insert, delete and upload your image files.

You can perform general maintenance on your images from the Image Manager – insert, set as background, upload, view, and delete images.

Viewing an Image

To view an image, select the desired image and click on the 'View' link.

The image will be shown in a pop-up window in it's full size.

Close the window to return to the Image Manager.

Inserting an Image

To insert an image, click the 'Insert' link in the image browser next to the image to be inserted.

Deleting an Image

To delete, select the desired image and click on the 'Delete' link.

You will be prompted for confirmation of the deletion.

If you are sure you wish to delete the selected image, click 'OK'.

Clicking on 'Cancel' will take you back to the Image Manager.

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Uploading an Image

To upload an image, click the 'Browse' button to open a 'Choose File' box that allows you to select a local image to upload.

Once the file has been selected, click 'OK' to begin uploading the file, or click 'Cancel' to be taken back to the Image Manager. Upon successful upload of the image, it will appear in the Image Manager.

3.3 Creating text content for a template

1. On the “Manage Templates” page, click on the “Text Editor” icon next to the template to which you would like to add content to
2. The Text Editor window will open
3. Create your text content in the Text Editor
4. When you are satisfied with the look of the content, click on the “Submit” button at the bottom of the screen
5. You will be directed back to the “Manage Templates” page

3.4 Creating SMS content for a template

1. On the “Manage Templates” page, click on the “SMS Editor” icon next to the template to which you would like to add content to
2. The SMS Editor window will open
3. Create your text content in the SMS Editor
4. When you are satisfied with the look of the content, click on the “Submit” button at the bottom of the screen
5. You will be directed back to the “Manage Templates” page

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Please note!

Attributes can be added as long as their values (i.e. the content which they represent) do not exceed the 160 character limit. When adding the attributes and one of the values pushes the character limit past 160 characters, the whole batch will be cancelled.

3.5 Uploading an HTML or text file:

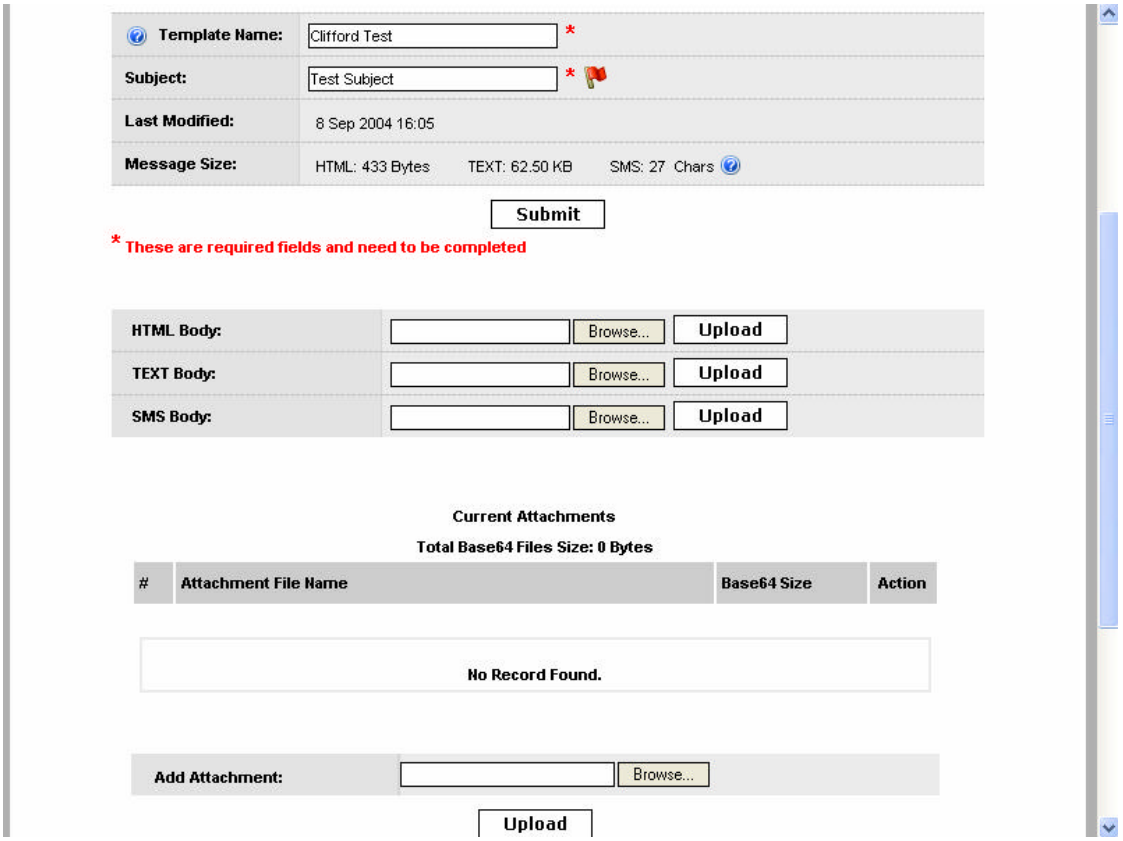
1. In order for you to upload an already created content template, go to the “Manage Templates” page and type in the desired name of the template in the “Template Name” box

2. Type in the desired message subject in the “Subject” field

3. Click on the “Go” button

4. The newly created template will now appear in the template list at the bottom of the page

5. Click on the “Edit Template” button which appears next to the template of choice



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6. On the screen that follows, you'll see the template name, the subject field of the message, the date it was created/modified and the size of the content in the template

7. Browse for the HTML file on your computer by clicking on the "Browse" button next to the "HTML Body" text box. Browse for a text file on your computer by clicking on the "Browse" button next to the "Text Body" text box. To Browse for the SMS body of your SMS message click on the "Browse" button next to the "SMS Body" text box.

8. Once the required file has been found, click on the "Upload" button next to the appropriate text box

9. The size of the message will now be displayed in the "Message Size" row

10. If you want to add an attachment to this message, browse for the file on your computer by clicking on the "Browse" button next to the "Add Attachment" text box

11. Once the required file has been found, click on the "Upload" button below the text box
12. Click on the "Submit" button to return to the "Manage Templates" page

3.6 Adding an attachment:

1. On the "Manage Templates" page, click on the desired template name, which appears in the template list, to which you would like to add an attachment

2. On the screen that follows, browse for the attachment file on your computer by clicking on the "Browse" button next to the "Add Attachment" text box at the bottom of the screen

3. Once the required file(s) have been found, click on the "Upload" button below the text box

4. The size of the message will now be displayed in the "Size" column

5. Click on the "Submit" button to return to the "Manage Templates" page

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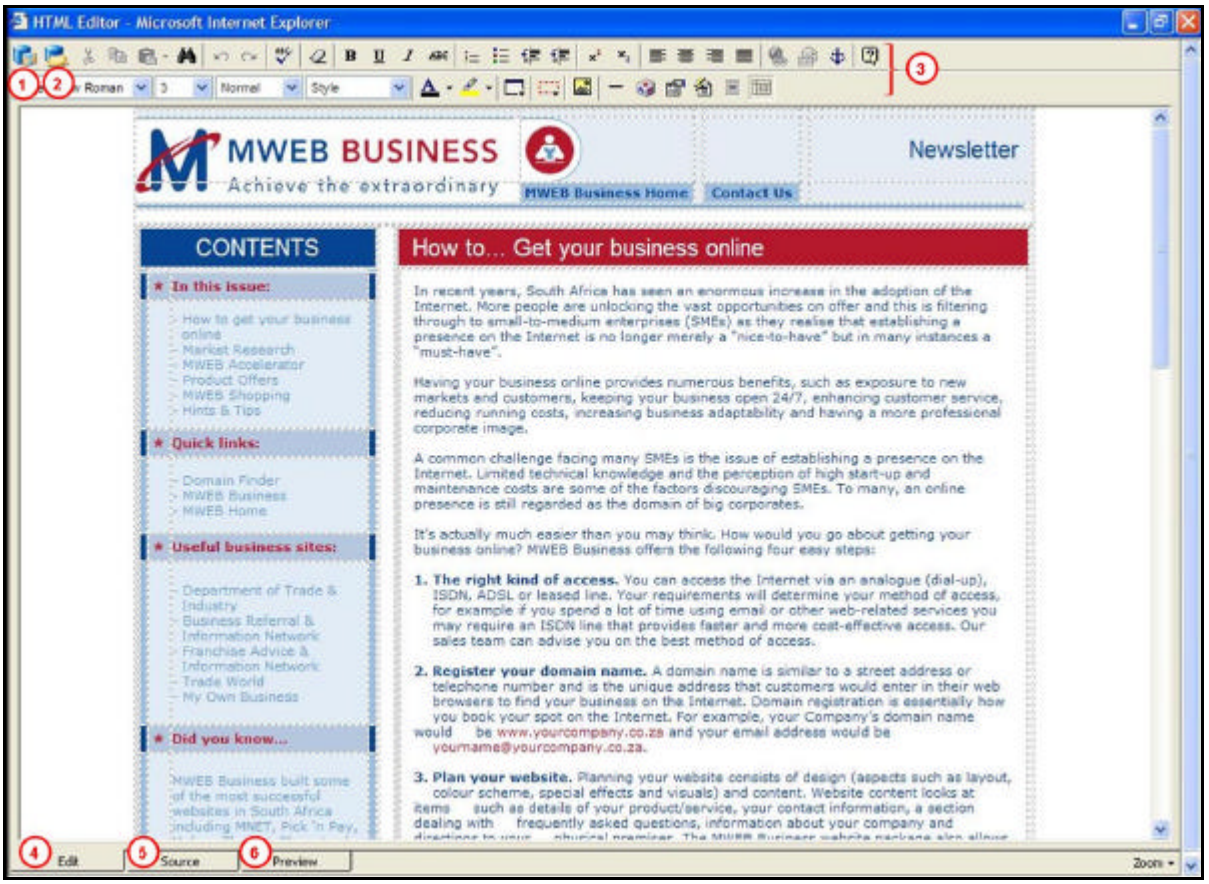
3.7 Using Attributes In Templates:

Please note!

In order to insert attributes in templates, attributes must already have been created in the relevant mailing list(s). The system will read the attributes pertaining to a specific mailing list. Attributes can be used on new or existing templates. This feature applies to HTML, Text and SMS content, although SMS content has a 160 character limit

1. On the “Manage Templates” page, click on the “HTML Editor” icon next to the template to which you would like to add attributes to

2. The HTML Editor window will open



3. Move the mouse cursor next to the word in your content copy where you would like to place the attribute i.e. next to “Dear…”

4. Click on the “Attributes” icon (number 2) at the top left of the screen

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5. An attributes window will appear with system attributes and a list attributes drop down men

6. If you want to make use of a system attribute, click on the “Copy and Paste Tag” next to the relevant attribute

7. If you want to make use of list attributes, select the relevant list from the “List Tags From” drop down menu

8. After selecting the relevant list, all the created attributes in the specific list will be displayed below

9. Click on the “Copy and Paste Tag” next to the relevant attribute you would like to insert

10. The selected attribute will automatically be inserted next to the mouse cursor in the content copy

11. To add another attribute, follow the same process as before

12. After you have finished adding the attributes, click on the “Preview” tab (number 6) at the bottom of the HTML editor window to view the finished content template

13. When you are satisfied with the look of the content, click on the “Save” (number 1) button at the top left corner of the screen

14. Close the HTML Editor

15. You will be directed back to the “Manage Templates” page

3.8 Editing a sample template:

1. On the “Manage Templates” page, tick the “Copy” box next to the sample template which you would like to edit

2. Type in the desired name for the new template in the “Name” box

3. Type in the desired message subject in the “Subject” field

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4. Tick the “Make Copy of Selected Template” box next to the “Name” text box

5. Click on the “Go” button

6. An exact copy of the sample template will now appear in the template list at the bottom of the page
7. Click on the “HTML Editor” button next to the copy of the sample template

8. The HTML Editor window will pop-up where you can make the required changes

9. Click on the “Save” icon at the top left of the window after you have made the required changes to the template

10. Close the HTML Editor window

11. You will be returned to the “Manage Templates” page

3.9 Editing a template:

On the “Manage Templates” page, go to the template list at the bottom of the page

1. Changes to a template name, subject or attachment:

1. Please click on the template name in the template list

2. Make the required changes

3. After you have made the required changes, click on the “Submit” button

4. You will be directed back to the “Manage Templates” page

2. Changes to the HTML content:

1. Click on the “HTML Editor” icon next to the desired template

2. The HTML Editor window will open

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3. Make the required changes to the template

4. Click on the “Save” icon at the top left of the window after you have made the required changes to the template

5. Close the HTML Editor window

6. You will be directed back to the “Manage Templates” page

3. Changes to the Text content:

1. Click on the “Text Editor” icon next to the desired template

2. The Text Editor window will open

3. Make the required changes to the template

4. When you are satisfied with the look of the content, click on the “Submit” button at the bottom of the screen

5. You will be directed back to the “Manage Templates” page

4. Changes to the SMS content:

6. Click on the “SMS Editor” icon next to the desired template

7. The SMS Editor window will open

8. Make the required changes to the template

9. When you are satisfied with the look of the content, click on the “Submit” button at the bottom of the screen

10. You will be directed back to the “Manage Templates” page

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3.10 Deleting a template:

1. In order to delete a template, go to the “Manage Templates” page

2. Click on the “Delete” icon next to the template which you would like to delete

3. The template will be deleted and the template list updated accordingly

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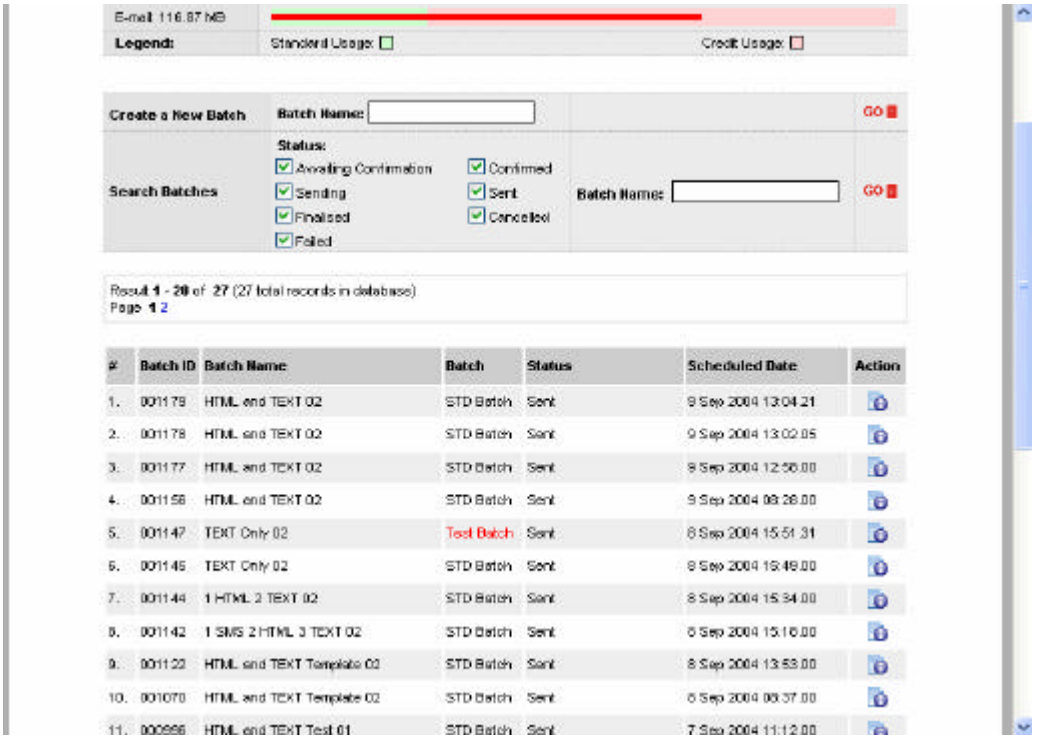
4. MANAGE BATCHES FUNCTION

The “Manage Batches” feature only comes into action after an account holder has set up a mailing list(s) and a template(s) and is ready to send a message to a selected list. This feature also allows for management of loaded batches as well as the creation of new ones.

4.1 Creating a new email batch

Please note!

You must have set up at least one list and one template in order to make use of this feature


E-mail 116.87 MB
Legend:
Standard Usage:
Credit Usage:
Create a New Batch
Batch Name:
GO
Search Batches
Status:
Awaiting Confirmation
Confirmed
Sending
Sent
Finalised
Cancelled
Failed
Batch Name:
GO
Result 1 - 20 of 27 (27 total records in database)
Page 1 2
Batch ID Batch Name Batch Status Scheduled Date Action
1. 001179 HTML and TEXT 02 STD Batch Sent 9 Sep 2004 13:04:21
2. 001178 HTML and TEXT 02 STD Batch Sent 9 Sep 2004 13:02:05
3. 001177 HTML and TEXT 02 STD Batch Sent 8 Sep 2004 12:56:00
4. 001156 HTML and TEXT 02 STD Batch Sent 9 Sep 2004 09:26:00
5. 001147 TEXT Only 02 Test Batch Sent 6 Sep 2004 15:51:31
6. 001145 TEXT Only 02 STD Batch Sent 8 Sep 2004 15:49:00
7. 001144 1 HTML 2 TEXT 02 STD Batch Sent 8 Sep 2004 15:34:00
8. 001142 1 SMS 2 HTML 3 TEXT 02 STD Batch Sent 6 Sep 2004 15:16:00
9. 001122 HTML and TEXT Template 02 STD Batch Sent 8 Sep 2004 13:53:00
10. 001070 HTML and TEXT Template 02 STD Batch Sent 6 Sep 2004 09:37:00
11. 000986 HTML and TEXT Test 01 STD Batch Sent 7 Sep 2004 11:12:00

1. On the “Manage Batches” page, either click on the hyperlinked name “Create a New Batch”

2. You will be directed to the following page where you have to make the required selections for the batch to be created

3. Please go through each of the following steps and make sure that you are happy with the selection:

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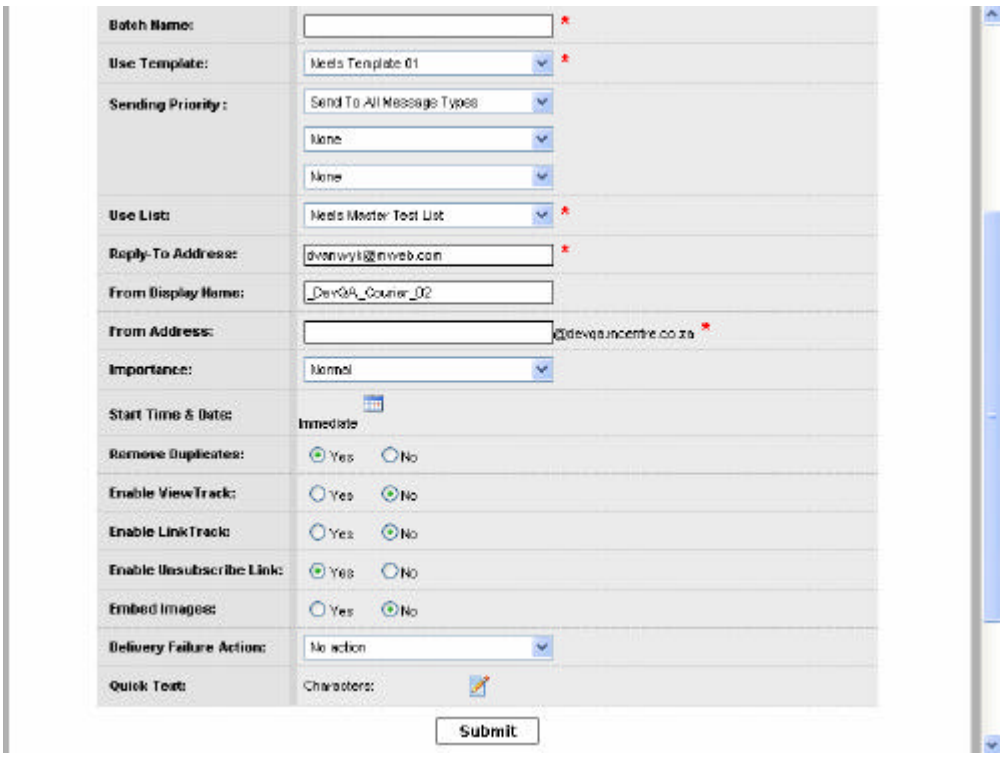

1. Batch Name:

Please type in the name that you would like the specific batch to be called in the text box next to “Batch Name”.

2. Use Template:

Select the appropriate list from the “Use Template” drop down menu.

3. Sending Priority:

This section deals with the sending priorities associated with you email and or sms batch. The section is broken down into three sections which enables you to perform the following:

- Send to all Message Types (Send to HTML, TEXT and SMS enabled recipients simultaneously)
- You can also choose to prioritise which recipient base you would like to send your communication to. This priority structures enables you to identify which recipient base you would like to select as your first base, second base and third base, for example: Send to HTML recipients first, then to TEXT recipients secondly and then to SMS lastly.

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Please Note!

Should a recipient be enabled to receive an HTML, TEXT and SMS version of your communication and also have the necessary contact details for each of these services enabled, depending on the priority level selected, the Courier service will only send the communication to the medium that has been selected as the first medium to send to.

4. Use List:

Select the required template from the "Use List" drop down menu.

5. Reply-to Address:

If you require the "Reply-to Address" to be different than that of the account holder, you may change it to another one

Please note: *The email address must be from the same domain name i.e. if your email address is john@xyz.co.za, then you won't be able to enter the email address sarah@abc.co.za*

6. From Display Name:

You may change your "From Display Name" to anything that you prefer. By default it will be the same name as your account name.

7. From Address:

You may change your "From Address" to anything that you prefer. By default it will be left blank. The sub-domain name can not be changed.

8. Importance:

Select to flag the importance of an email being sent out. By default it will be on "Normal".

9. Start Time and Date:

You can either choose to send your batch immediately (Within the next available time slot) or you can select a start time and date by clicking on the "Calendar" icon. The earliest time for a batch to be sent is 1 hour from the time of batch creation. This is to allow for the system to load and calculate the number of batches to be sent. Batches can be scheduled for any time in the future.

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Please note!

When you create a batch between 8:00 and 8:29, you will be able to schedule and send it at 9:00 already. If you however load it after 8:29, the earliest time you would be able to schedule it is at 10:00. The system ***can not*** *work in increments of 30 minutes, only 1 hour increments. This means that the system can only go 9:00, 10:00, 11:00, 12:00 etc. and not 9:30, 10:30, 11:30, 12:30 etc.*

10. Remove Duplicates:

You may select to have duplicate email addresses "removed" from the list used in this batch.

Please note!

Email addresses at this level are only "ignored" and are not physically removed from the original list. This type of "removal" only takes place on the batch level

11. Enable View Track:

By enabling this you will be able to see the number of times the message have been read.

12. Enable Link Track:

By enabling link tracking the system will calculate the number of times recipients have clicked on the links in the message. Each link is calculated separately and can be downloaded as a CSV file after 7 days.

13. Enable Unsubscribe Link:

This feature is by default enabled in order to comply with the ECT Act of South Africa. The Act states that all email sent to recipients must contain an unsubscribe link should the recipient decide not to receive the email anymore.

14. Embedded Images:

When enabling this feature, the images would be visible whether the recipient is online or offline. It will however increase the size of a mail message considerably since the images are saved in the message body. Otherwise the images will be stored on a web server and will only be visible when the recipient is viewing the message online.

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15. Delivery Failure Action:

This feature allows you to decide what should be done with emails which bounce back due to an email address that doesn't seem to exist. You have the option for them to be automatically deleted, deactivated or not to take any action at all.

16. Quick Text:

This feature allows for you to add a last minute attribute value. When you set up a template and need to put in a date, but you are not sure about the correct date at the time of compiling the template, then you may insert a quick text attribute (found under "System Attributes") so that when you load the batch you may enter the text for that attribute. It will then immediately replace the attribute with the appropriate text.

Once you have made your selection, click on the "Submit" button to continue.

4. After you have made your selection, please click on "Submit" to continue

5. The next page will allow you to test your batch and confirm the batch to be sent

Current Batch Settings:		**Batch ID:**	1254
Batch Name:		**Batch Status:**	Awaiting Confirmation
Test D			
Selected Template To Use:		**Template ID:**	2236
Neels Template 01			
Selected List To Use:		**List ID:**	4886
Neels Master Test List			
This Batch Is Scheduled To Be Send At:			
09 September 2004 05:01 PM			
Message Template Sizes:		**Message Type Sending Priority:**	
Template Type:	**Size: (In Bytes)**	**Priority:**	**Message Type:**
Email (HTML)	1184.0 KB (1,212,449 bytes)	1st	All
Email (TEXT)	1182.0 KB (1,211,003 bytes)	2nd	None
		3rd	None
Additional Sizes:			
Attachments:	**Embedded Images:**	**Quick Text:**	**Attributes:**
861.0 KB (881,836 bytes)	0.0 KB (00 bytes)	0.0 KB (00 bytes)	
Additional E-mail Settings:			
Reply-To Address:		**From Display Name:**	
dvanwyk@mweb.com		_DevQA_Courier_02	
From Address:		**Importance:**	
info@devqa.mcentre.co.za		Normal	

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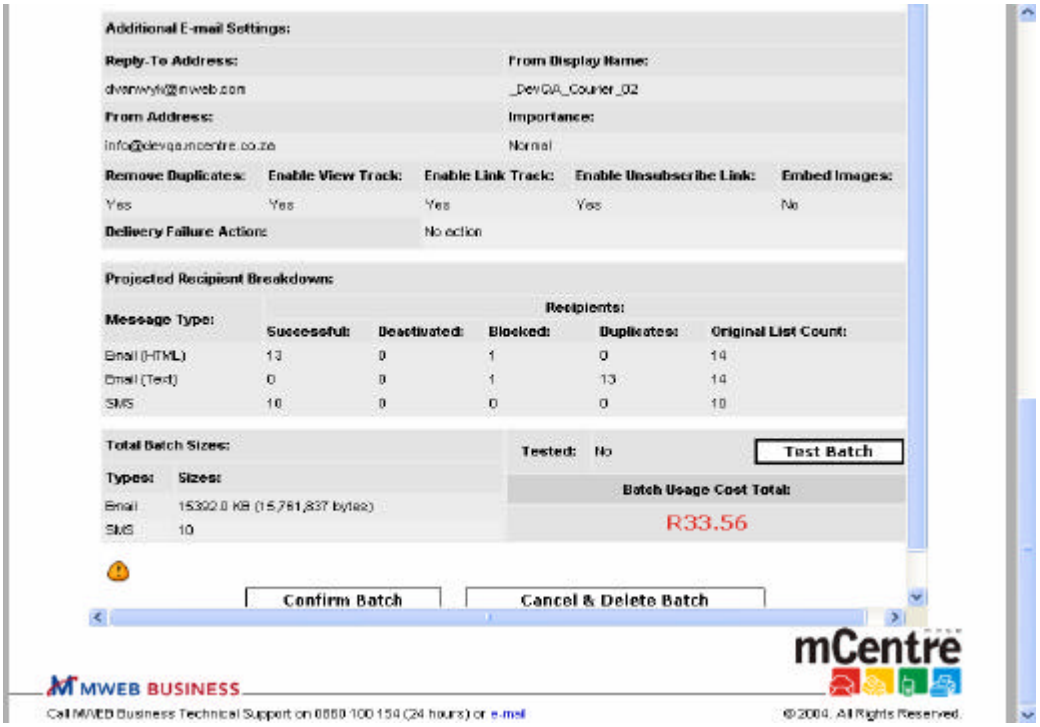

1. Batch Name:

Name of the batch to be tested and or sent

2. Batch ID:

This is the ID number of the given batch

3. Batch Status:

This represents the status of the batch sending

4. Selected Template to Use :

This is the name of the selected template that will be used

5. Template ID:

This is the ID number of the template

6. Selected List to Use :

This is the name of the selected list that will be used

7. List ID:

The is the ID number of the given list

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8. This Batch is scheduled to be sent at:

This field represents the selected date and time at which the batch needs to be sent

9. Message Template Sizes:

This field represents the template types and template sizes that are going to used in the batch

10. Message type sending priority:

This field presents the sending priority of your email and sms messages

11. Additional sizes:

This field represents the sizes of additional content attached to the batch (attachments, embedded images and quick text)

12. Additional email settings:

This field represents additional email settings such as reply-to-address, from display name, from address, importance level, removal of duplicates (duplicate email entries in your list), enable view track (view the number of recipients that have read your email message), enable link track (view the number of recipients have clicked on the redirect links in your email message), enable unsubscribe link (a link that offers recipients the option to unsubscribe to the email message), embedded images (images from an alternative source embedded in the body of the email)

13. Projected recipient breakdown:

This field displays a structured breakdown of what type of message your recipients are going to receive and whether they are successful, deactivated or blocked. The field also identifies how many of your recipients have duplicated entries on your list and what the original list count is

14. Total batch sizes:

This field gives you an indication of the types of batches you have selected to be sent and the sizes of each batch respectively. The field also indicates the Batch usage cost.

14. Tested:

This field indicates whether the selected batch/es have been tested yet or not

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It is recommended that every batch is tested before being sent out. This will allow you to pick up any problems with emails before sending them out to the recipient list

6. After you have made sure that the details are correct and that the batch size is acceptable, then click on the “Confirm Batch” button to accept the batch and continue. If you are not happy with the batch for whatever reason, click on the “Cancel and Delete Batch” button to delete the batch

Please note!

If you have not clicked on the confirm batch button and exit the browser window, then that batch’s status will remain as “Pending Confirmation”. You may click on this batch at a later stage to reschedule and confirm for sending

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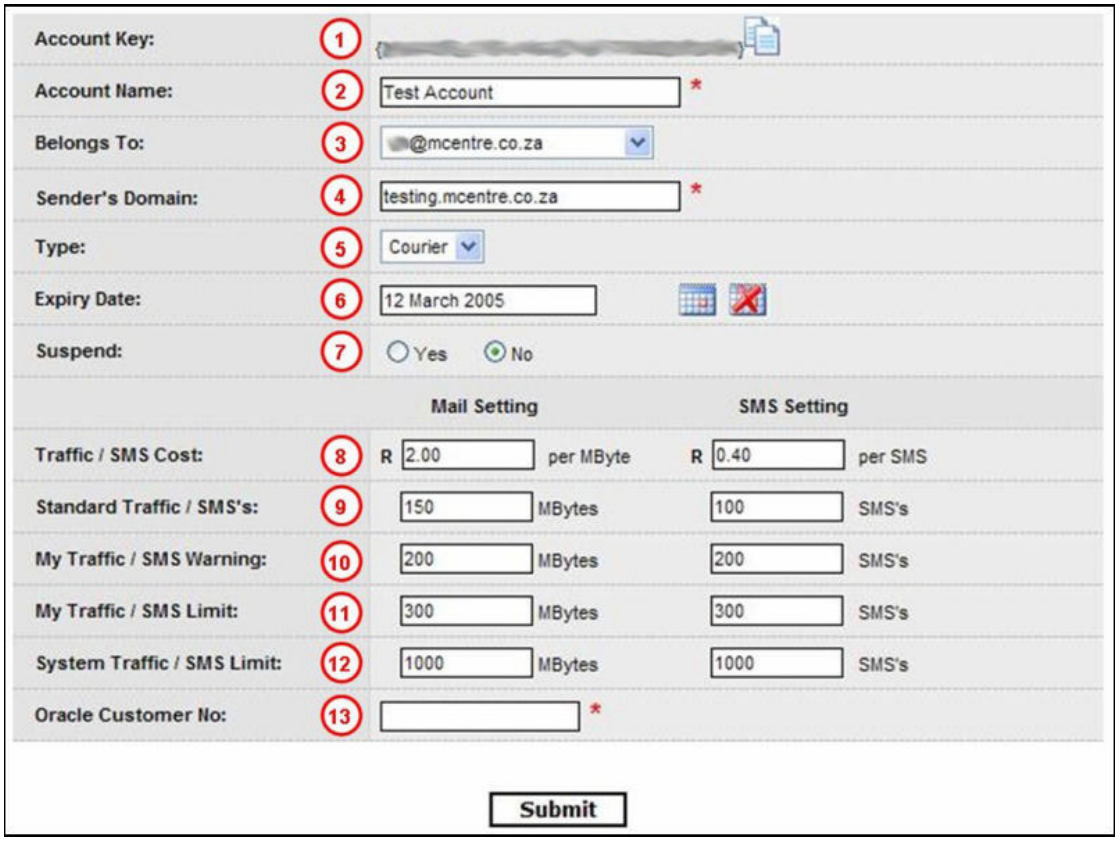
5. ACCOUNT SETTINGS

5.1 Changing Your Account Properties:



1. On the "Manage Account" page, select the "Account Properties" box from the "Account Settings" menu

1. Account Key:

Your account's unique number in the database *(office use only – changes can not be made by account holder or user)*

2. Account Name:

The name of your account

3. Belongs To:

The email address of the account holder that this account belongs to *(office use only – changes can not be made by account holder or user)*

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4. Sender's Domain:

This is your created sub-domain from which all future message will be sent from *(office use only – changes can not be made by account holder or user)*

5. Type:

This is the type of service you are making use of *(office use only – changes can not be made by account holder or user)*

6. Expiry Date:

This is the date at which your account will expire unless changed *(office use only – changes can not be made by account holder or user)*

7. Suspend:

When an account or additional usage has not been paid, the account will be suspended *(office use only – changes can not be made by account holder or user)*

8. Traffic / SMS Cost:

This is the price at which additional email traffic / SMS's will be charged *(office use only – changes can not be made by account holder or user)*

9. Standard Traffic / SMS's:

This is the traffic / SMS limit included in the chosen package. When this limit has been exceeded additional usage will be charged at the set amount in point 8 *(office use only – changes can not be made by account holder or user)*

10. My Traffic / SMS Warning:

This is a warning that will notify you that the limit which you have specified here has been reached

11. My Traffic / SMS Limit:

This is a warning that will notify you that the limit which you have specified here has been reached

12. System Traffic / SMS Limit:

This is a system limit which is implemented per month and can not be exceeded. To change this you would need to speak to the ASP administrator *(office use only – changes can not be made by account holder or user)*

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13. Oracle Customer No:

This is your MWEB Business customer number *(office use only – changes can not be made by account holder or user)*

2. On the page that follows, you may change your “Account Name”, “My Traffic Warning” and “My Traffic Limit”

3. Your “My Traffic Warning” is the limit that you set to warn you that you are getting closer to your “My Traffic Limit”

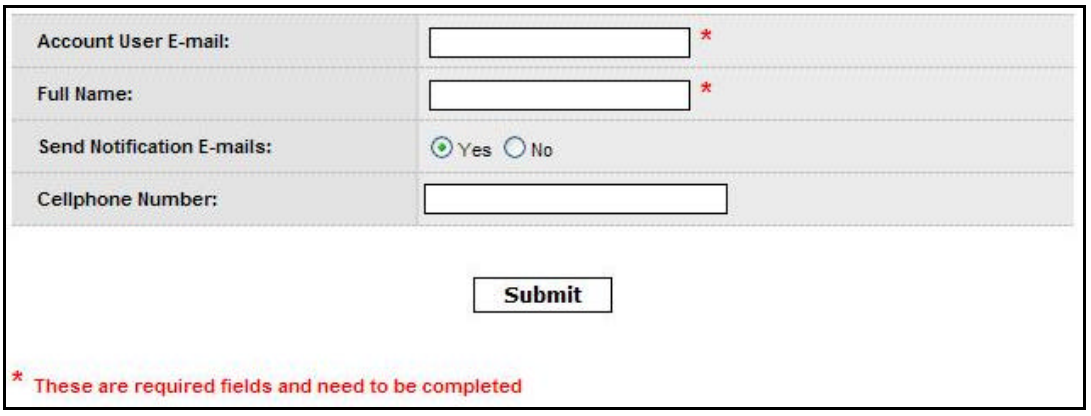
4. Your “My Traffic / SMS Limit” is the maximum amount of email that you may send per month. This traffic limit can not be more than the “System Traffic / SMS Limit”. If you need the system traffic limit changed, please chat to your sales consultant

5. After you have made the necessary changes, click on the “Submit” button to return to the “Manage Account” page.

5.2 Creating an Account User:

1. On the “Manage Account” page, select the “Account Users” box from the “Account Settings” menu

2. On the page which follows, click on the “Add an Account User” button



3. Type in the email address of the new user

4. Type in the full name of the new account user

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5. Select whether or not to send a notification email to the newly created account user to inform him/her of their new account on Courier

6. Enter the cellular number for the user

7. Click on the “Submit” button to return to the “Manage Account” page

Contact Information

Should you experience any difficulty understanding the processes as explained in this manual, please feel free to call:

MWEB Business Customer Care
0860 100 154 (24 hours)
or
Email (customercare@mcentre.co.za)

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